



eSERVICES
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CITIZENS SERVING
COMMUNITIES

Inspector General Programs



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SD Wing Inspector General

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SD Wing Assistant Inspector General



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Overview

Complaint Program

Assessment Program (Inspections)



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COMPLAINTS

Civil Air Patrol *Inspector General* Complaints Program



The IG Complaint System is a “last resort” process to resolve complaints.

- Complaints should go through the commander (not the IG) unless the commander is involved
- If commander is involved, then go to the next higher commander
- Allow the commander appropriate time to resolve the complaint. This takes TIME, they are volunteers also!
- If a complaint comes to the IG, our first action will be to discuss with the commander (and possibly send it back to them for action).
- Sexual harassment and abuse allegations go direct from commanders up the chain to National Legal.



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Complaint Program

Every member is an integral part of this program:

- Watching out for Fraud, Waste and Abuse

- Prepared to report abuse to any Cadet

- Prepared to report any criminal actions

- Prepared to report any discrimination

- Prepared to report any sexual abuse



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Complaint Program

As is everything in CAP, this program runs on *Integrity*

Any complaints, including Whistleblowers, are handled
with the utmost discretion

All complaints are handled at the lowest command level
for resolution and each will go through a logical
progression for processing



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Civil Air Patrol *Inspector General* Assessment Program



The Assessment Program includes inspections, staff assistant visits, and self-assessments.

- Inspections happen at both the Wing (Compliance Inspection) and Squadron (Subordinate Unit Inspection) levels.
- A **SAV** is a visit to assist... Not an inspection, however it is looked at during a subsequent inspection to see if “suggestions” were followed. Normally conducted on a Wing by the CAP-USA Liaison Region.
- A **SUI** is an inspection of squadrons conducted by Wing staff members and other knowledgeable individuals (often former squadron commanders).
- Self-assessments can be conducted by any headquarters or commander on his/her units.



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What Are They?

- Inspections of the squadrons



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Why Do We Do Them?

- Because CAP receives federal funds
- USAF must ensure we have standards
- USAF requires unit inspections



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Who Does Them?

- Wing IG heads team of SD inspectors
- Inspectors are:
 - Former squadron commanders
 - Wing staff members
 - Highly knowledgeable members



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When Are They Done?

- Every two years!



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What Are Squadrons Inspected On?

- All regulations that apply
- Standard inspection worksheets used
- Assigned vehicles (not aircraft)
- Assigned equipment/property



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Civil Air Patrol *Inspector General* Assessment Program **SUIs**



The Process

- Download and fill out checklists prior to the inspection
- Upload the checklists to eServices
- Upload supporting documentation
- Inspectors review documentation
- Inspectors come to your squadron to discuss



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Civil Air Patrol *Inspector General* Assessment Program **SUIs**



The Process

- Inspection report written
- Discrepancies entered online
- Squadron responds online to discrepancies
 - Complete Plan of Action if necessary
- Inspectors review responses
 - Close completed actions



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Civil Air Patrol *Inspector General* Assessment Program **SUIs**



The Process

- Squadron has 6 months to fix all items
 - If not fixed, squadron can be grounded



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R20-1 - Civil Air Patrol Inspector General Program

R20-2 - Complaint Resolution

R20-3 - Civil Air Patrol Compliance Inspection Program



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CI Schedule

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LR Survey Audit Schedule

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LR SAV Schedule

File
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SUI INFORMATION

Current: April 14, 2020 Corrected names of data fields in the back page of B-1

March 27, 2020 Uploaded revised SUI Quality Assurance Checklist

February 19, 2020 Removed question 5 from D-8

February 15, 2020 Revised some E-2 questions and fixed a formula in the E-2 portion of the Grade Res Calculator

January 31, 2020 Updated Safety section of Grade Res Calculator

January 23, 2020 Updated the E-1 Worksheet

January 16, 2020 Updated Report Template and Grade Res Calculator to accept any Tab or answer to be Not Applicable to accommodate Group inspections

January 1, 2002 Updated wording on E-2 Safety, Question 09

Related Documents



[SUI A1 WS AE](#)



[SUI B1 WS Cadet](#)



[SUI D1 WS MS Pro Dev](#)



[SUI D3 WS MS Finance](#)



[SUI D4 WS MS Admin](#)



[SUI D5 WS MS Pers](#)



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Inspection Definitions

Discrepancy Tracking
System (DTS)

January 1, 2002 Updated wording on E-2 Safety, Question 09

December 31, 2019 Updated E-2 Safety Worksheets and Report Template to reflect new CAPR 160-1 and 160-2.

December 27, 2019 Attempted to resolve a problem downloading Zip files, will now get IT involved. Meanwhile, download individual files.

December 15, 2019 Updated SUI B-1, Question 6

December 13, 2019 Changed Worksheets and SUI Report Template to acknowledge "R"repeat Discrepancies

November 29, 2019 correct a typo in the SUI Report and resized Y/N boxes on Tab D-1 Professional Development

November 26 Updated a CAPR reference in E-1, Question 7

November 22, 2019 Added Repeat Discrepancy count fields in all worksheets, Report Template and Grade Res Calculator



[SUI D7 WS MS Sup](#)



[SUI D8 WS MS Trans](#)



[SUI E1 WS Cmd CC](#)



[SUI E2 WS Cmd Safety](#)



[SUI QA checklist](#)



[SUI Report Template](#)



[Grade Res Calculator](#)



[SUI Process Graph](#)



[Example Plan of
Action \(POA\)](#)

[2019 Process for
Completing SUI Report
video](#)



INSPECTIONS

SD-068 SUI

Crazy Horse Composite Sq, 05 Sept 2015

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B-1 - CADET PROGRAMS

Successful

Summary

Benchmarks	Commendables	Discrepancies	AoCs	HHQ
0	1	0	0	0

Mission Rating

Cadet Program curriculum and activities for Leadership exceeds mission requirements

Cadet Program curriculum and activities for Aerospace exceeds mission requirements

Cadet Program curriculum and activities for Fitness meet mission requirements

Cadet Program curriculum and activities for Character Development does not meet some mission requirements

Staffing

Position - Cadet Programs Officer (CPO) position held:

1 Year(s)

4 Month(s)

Cadet Programs Specialty Track: Enrolled no rating



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Y.N.NA Question

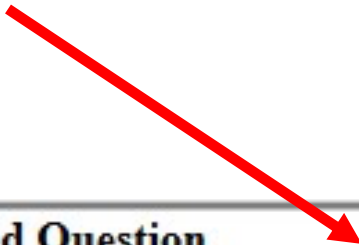
- | | | |
|---|-----|---|
| 1 | N/A | Have Cadet and/or Senior members completed Required Staff Training IAW CAP regulations? |
| 2 | Yes | Are Senior members present at all activities involving cadets? |
| 3 | N/A | Are all CAPF 54 Civil Patrol High Adventure Activity Requests completed and approved before any High Adventure cadet activities are accomplished? |

It's not enough to just answer the questions!

- You MUST show paperwork to show that you have accomplished the task.
- Paperwork can be a PDF, Excel, or Word document. It is uploaded to eServices 10 days PRIOR to the inspection.



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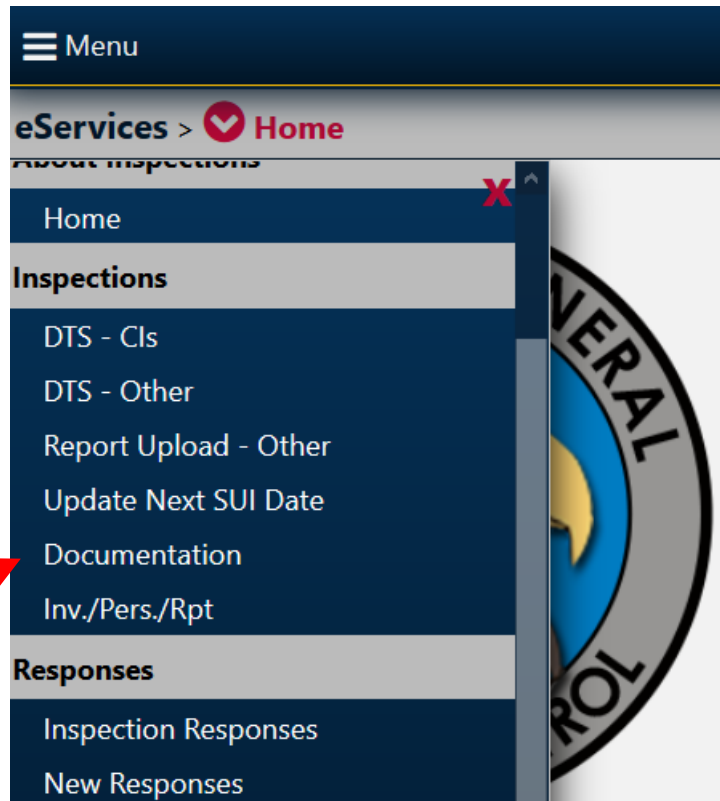
<u>Y/N/NA</u>	<u>Topic/ Detailed Question</u>	<u>How to verify compliance</u>	<u>Discrepancy Write up</u>
Y	01 Have Cadet and/or Senior members completed Required Staff Training IAW CAP regulations?	Wing will provide copies of Cadet and Senior members' Required Staff Training Certificates (or completed CAPF 11, Senior Member Professional Development Program Director's Report for Cadet and Senior members) involved in the previous year's wing encampments and cadet	(A-Discrepancy): [xx] (B1 Question 1) Wing failed to ensure Cadet and Senior members completed the Required Staff Training before participation in a Cadet Program activity IAW CAPR 52-16 para 2-3b.



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Where to upload??
- Documentation link



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 No file selected.

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Documentation Folder Files

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View File	A1_220763_Branden_Spence_CAP_Private_Pilot_.docx	19 Dec 2019 16:29:0
View File	B1_220763_3rd_qtr_review_2018_docx.docx	19 Dec 2019 16:29:0
View File	B1_220763_Calander.docx	19 Dec 2019 16:29:0
View File	D3_220763_10_April_2018_Cadet_Flight_Meeting.docx	19 Dec 2019 16:29:0



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What is a COMMENDABLE?

4. Commendable. Indicates a highly effective process implemented over a sufficient period of time that results in exceeding mission requirements. A commendable contain at least the following four elements:

- a. Apply directly to one or more of the already vetted mission-critical worksheet questions
- b. Be process oriented i.e. based on a fully implemented continuous improvement-type cycle (ex: PDCA)
- c. Include results over time from designated process points (ex: input-output; before after) that are measurable and quantifiable (i.e. performance metrics)
- d. Clearly substantiate the improvements made by instituting the process in terms of money, manpower/man-hours saved and present benefits to members and/or mission



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SUBORDINATE UNIT INSPECTION REPORT



Crazy Horse Composite
Squadron / SD-068
Custer, SD

SD-068 SUI
Crazy Horse Composite Sq. 05 Sept 2015
B-1 - CADET PROGRAMS

Summary	Commendables	Discrepancies
0	1	0

Mission Rating
Cadet Program curriculum and activities for L
Cadet Program curriculum and activities for 2
Cadet Program curriculum and activities for
Cadet Program curriculum and activities for

Staffing
Position - Cadet Programs Officer (CPO)
Cadet Programs Specialty Track: Enroll

Y.N.N.A. Question

- | 1 | N/A | Have Cadet and/or S |
|---|-----|---------------------------------|
| 2 | Yes | Are Senior member |
| 3 | N/A | Are all CAPF 54
any High Adv |

Identified Strengths:

(Commendable): A cadet
technique that exceeds
mission.

Identified Weaknesses:

	Benchmark	Commendables	Area of Concern	Discrepancies	HRQ Discrepancies
A-1	0	0	0	0	0
B-1	0	1	0	0	0
C-1	0	0	0	0	0
D-1	0	0	0	0	0
E-1	0	0	0	0	0
F-1	0	0	0	0	0
G-1	0	0	0	0	0
H-1	0	0	0	0	0
I-1	0	0	0	0	0
J-1	0	0	0	0	0
K-1	0	0	0	0	0
L-1	0	0	0	0	0
M-1	0	0	0	0	0
N-1	0	0	0	0	0
O-1	0	0	0	0	0
P-1	0	0	0	0	0
Q-1	0	0	0	0	0
R-1	0	0	0	0	0
S-1	0	0	0	0	0
T-1	0	0	0	0	0
U-1	0	0	0	0	0
V-1	0	0	0	0	0
W-1	0	0	0	0	0
X-1	0	0	0	0	0
Y-1	0	0	0	0	0
Z-1	0	0	0	0	0



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WFA Audit Schedule

File
View File WFA_Contact_Information_20150623.3

LR Survey Audit Schedule

File
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View File 2020_MALR_Annual_Survey_Audit_Sched
View File GLLR_FY20_Survey_Audit_Schedule.pdf
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LR SAV Schedule



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SUI

Previous Inspection Dates

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***Inspection End Date**

***Inspection Status**

☐ Open ☐ Closed

***Inspection Cycle**

Inspection Report Data

--Select--

Notes

Insert/Update Inspection (Above Data)

Delete Inspection



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Upcoming Inspections:

Spearfish SUI:	July 2020
Rapid City SUI:	July 2020
Sioux Falls SUI:	Sept 2020

SD Wing Compliance Inspection (CI): Summer 2021
Wing Staff, plus vehicles and aircraft



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Questions??